



# HMX Care

*...the best service  
...at the right time  
...by the right people*

# Why choose HMX Care?



Well trained and skilled team of engineers and technicians



Locally available support through HMX's service engineers and well spread out network of service franchisees/partners



High quality and prompt service



Ensure maximum machine uptime



Ensure optimum performance of HMX machines



Guidance on stocking of critical spare parts



Free PLC program upgrades (wherever applicable)

HMX now offers IoT enabled predictive maintenance as a retrofit for the HMX range of cooling products

## Did you know?



Predictive alerts can help you save money and time by preventing breakdown of HMX machines



The average life of **DAMA** is doubled if it is maintained as per guidelines



The life of the pump is tripled if it is maintained as per schedule



The life of a well maintained motor is 30% higher compared to a non-maintained motor



# HMX Care Service Plans

for the HMX range of cooling products

DESCRIPTION	SILVER	GOLD	PLATINUM
Preventive service visits/year	2	2	4
Break-down visits/year (maximum number)	2	4	6
General cleaning of machine	Included	Included	Included
Supply and tank water quality checking	Included	Included	Included
Machine water tank	Inspection	Inspection & cleaning	Inspection & cleaning
Tank inlet, overflow, and drain pipe line connections	Inspection	Inspection & rectification	Inspection & rectification
Float valve	Inspection & rectification*	Inspection & rectification	Inspection & rectification
Water level switch	Inspection & rectification*	Inspection & rectification	Inspection & rectification
Pressure Regulating Valve (PRV)	Inspection	Inspection & rectification	Inspection & rectification
Water pumps 1 & 2	Inspection	Inspection & rectification	Inspection & rectification
Water pump 1 & 2 piping and gate valve	Inspection	Inspection & rectification	Inspection & rectification
HE1 & HE2 spray pipe	Inspection	Inspection & cleaning	Inspection & cleaning
HE1 & HE2 choking	Inspection	Inspection & cleaning	Inspection & cleaning
Primary and secondary mist eliminator	Inspection	Inspection & rectification	Inspection & rectification
Primary and secondary blower	Inspection	Inspection & rectification	Inspection & rectification
Primary and secondary motor	Inspection	Inspection & rectification	Inspection & rectification
Primary and secondary pulley & belts	Inspection & rectification*	Inspection & rectification	Inspection & rectification
Air filters	Inspection	Inspection	Inspection
Limit switch and marine lamp	Inspection & rectification*	Inspection & rectification	Inspection & rectification
UV unit	Inspection & rectification*	Inspection & rectification	Inspection & rectification
Temperature - RH sensor	Inspection	Inspection & rectification	Inspection & rectification
Running machine water leakage	Inspection & rectification*	Inspection & rectification	Inspection & rectification
Control panel - inside hardware	Inspection	Inspection & rectification	Inspection & rectification
Control panel - software and logic	Not included	Inspection	Inspection & rectification
Painting for rusted parts	Inspection	Inspection & repainting	Inspection & repainting
Fan balancing (for applicable model)	Not included	Not included	Included
Performance measurement once in a year (machine inlet and outlet temperature, air volume at machine outlet and power parameters)	Included	Included	Included
HE1 & HE2 water cleaning	Not included	Included	Included
HE1 & HE2 chemical cleaning (once in a year)	Not included	Not included	Included

Notes:

1. Above packages are non-comprehensive; customer needs to arrange all the spares and consumables required to carry out the service and rectification work
2. For comprehensive annual maintenance contract packages, you may get in touch with us
3. Above packages are for each installation site

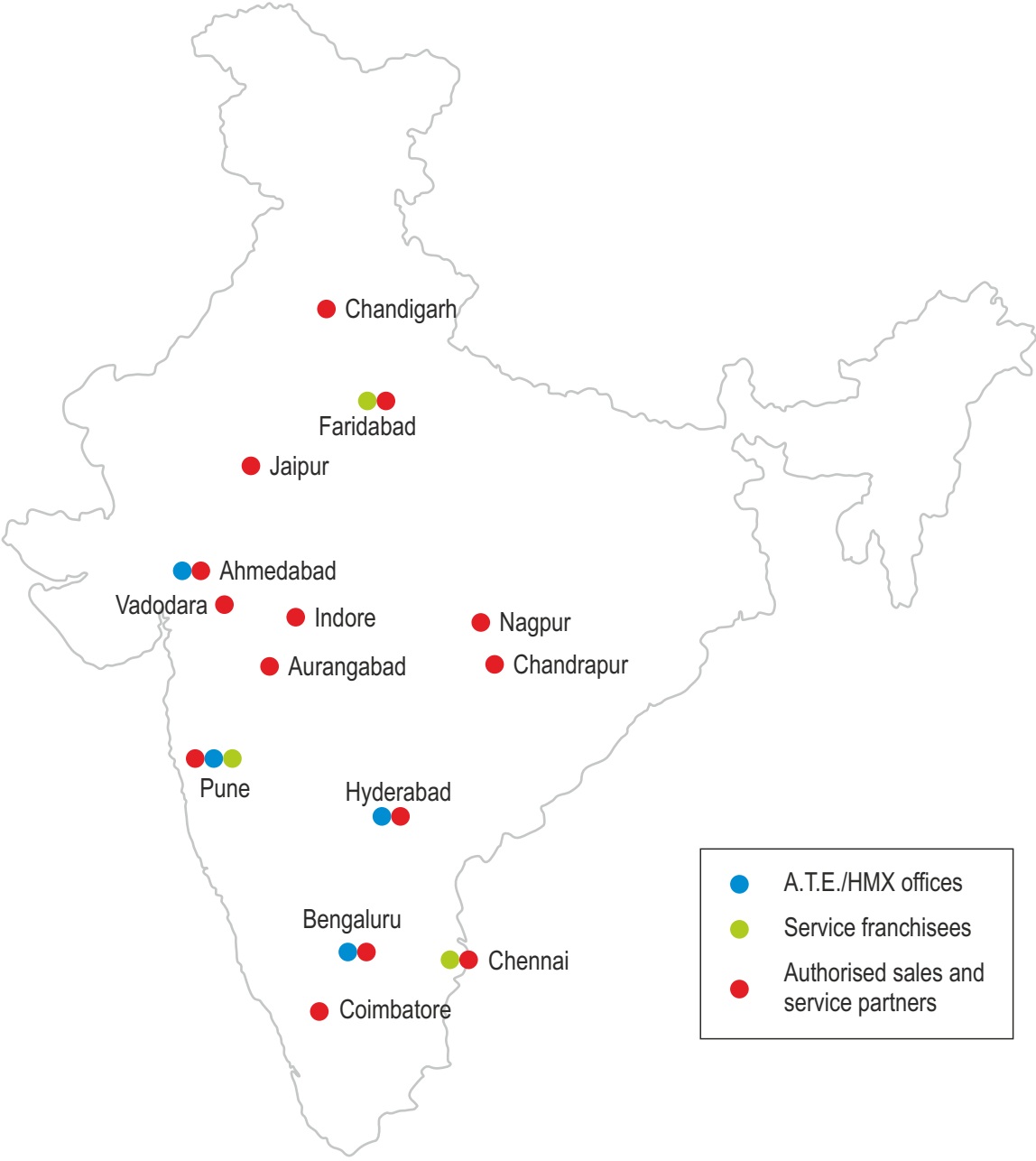
\* Customer has to arrange semi-skilled helpers required to rectify the issue, if any



HMX's highly trained service engineers are just a phone call away.  
**1800-123-2830**



# Our service network



*"Customer service shouldn't just be a department; it should be the entire company." –Tony Hsieh*



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